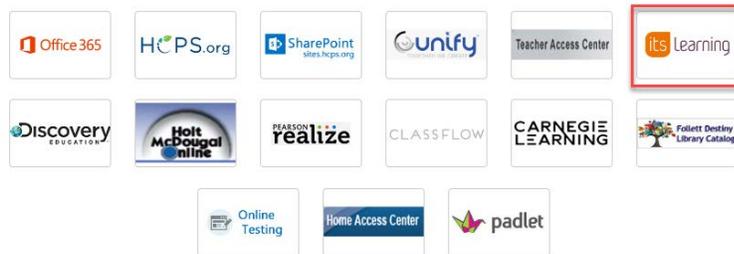


Multiple HCPS Students Accessing itslearning on a Shared Device

If you have **more than one** HCPS student sharing the **same** device, follow these steps:

Student #1

1. Using an Internet browser (Chrome recommended) **Navigate** to start.hcps.org and select the **itslearning** tile

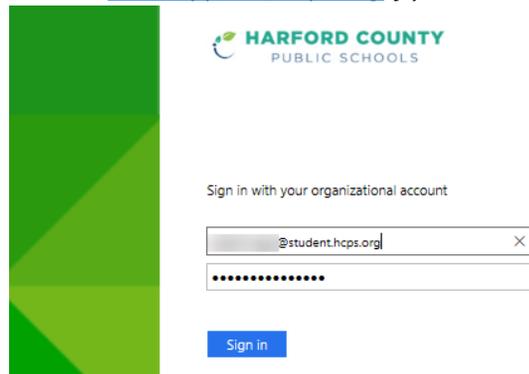


2. **Login with HCPS credentials**

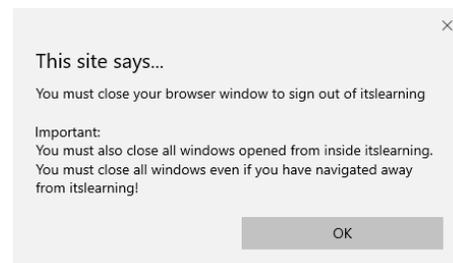
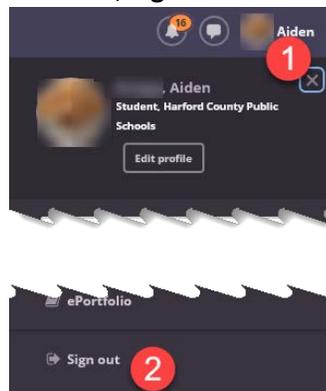
PK-2 username = StudentID@student.hcps.org / HCPS network password

3-12 username = Username@hcps.org / HCPS network password

Contact user.support@hcps.org if you do not know your child's username or password

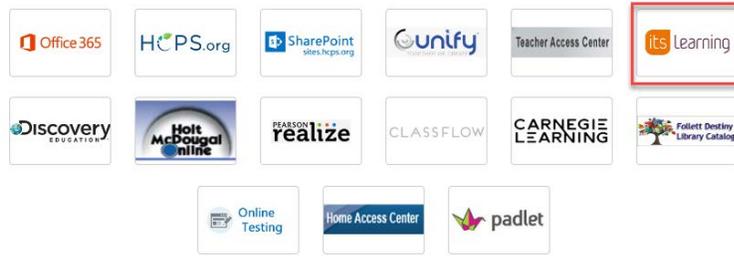


3. At end of session, **Sign out** of itslearning and **close** the Internet browser

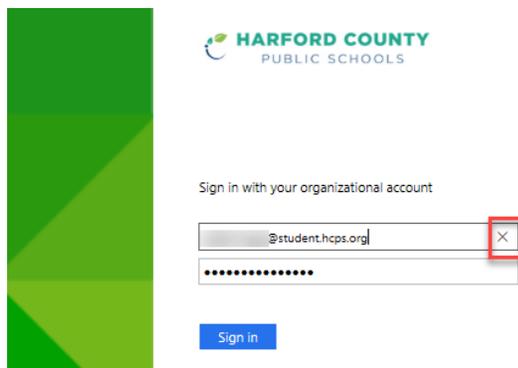


Student #2, 3, etc

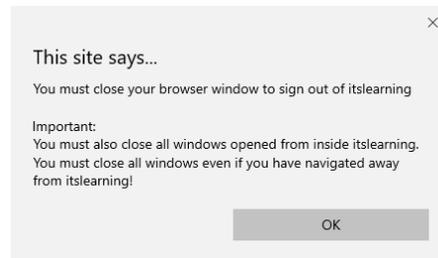
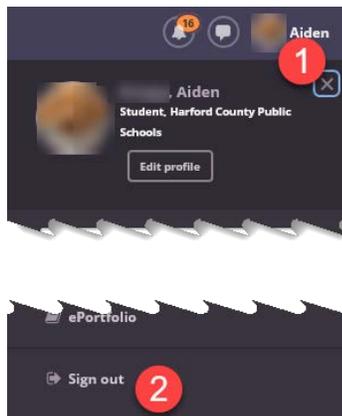
1. **Close** any open Internet browsers. Open a **new** Internet browser (Chrome recommended)
2. **Navigate** to start.hcps.org and select the **itslearning** tile



3. **Login** with HCPs credentials (if previous student's credentials are shown, delete them using the X)
Pk-2 username = StudentID@student.hcps.org / HCPs network password
3-12 username = Username@hcps.org / HCPs network password
 Contact user.support@hcps.org if you do not know your child's username or password

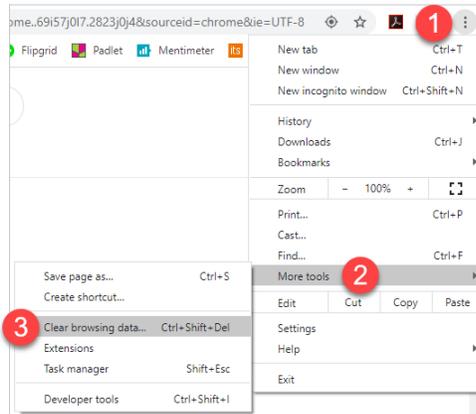


4. At end of session, **Sign out** of itslearning and **close** the Internet browser

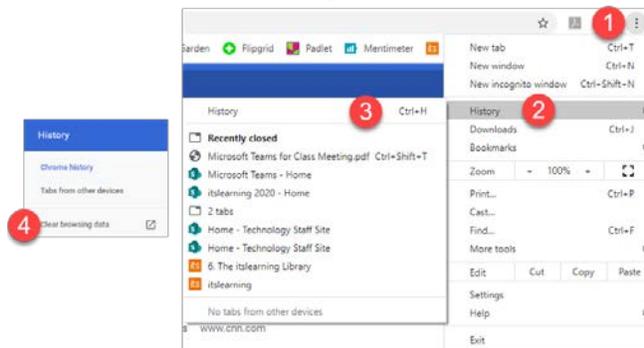


Troubleshooting: Student is not logged out, even after closing the internet browser

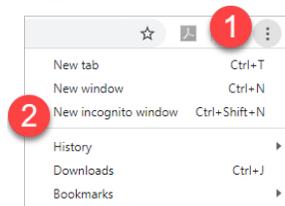
1. **Clear** the Internet browser's **cache**



2. **Clear the internet browser's History**



3. **Use an incognito window**



4. Use a **different** internet browser (ie. Edge, Safari)

5. **Switch Account** (if different user profiles are set up on the device)

